

ORGANIZATION:	City of Canby	DATE:	June 2015
DEPARTMENT:	Police	UNION:	AFSCME Represented
CLASSIFICATION	Office Specialist III	FLSA STATUS:	Non-Exempt
TITLE:	Police Records Specialist III		

PURPOSE OF POSITION: Perform a variety of complex administrative support activities within the police department to contribute to efficient office operations. Requires a thorough understanding of department and City programs and procedures. Duties include entering and retrieving police reports, criminal histories and driving records via law enforcement data bases; providing information to citizens, other agencies, officers, co-workers and others both in person and on the phone.

The OSIII is distinguished from the OSIV classification by performing complex administrative support assignments, performing administrative office management tasks and the absence of on-going lead worker responsibility.

A wide variety of complex tasks are performed under general supervision. Assistance is not readily available from supervisor(s). This classification is expected to function independently in daily tasks and use initiative and independent judgment on non-routine matters. Acts as project coordinator on routine and complex assignments. Problems are identified and solved and only the most unusual/complex problems are referred to a supervisor.

ESSENTIAL JOB FUNCTIONS:

Provide customer service for police department. Greet visitors and answer telephone, determine nature of visit/call, direct to appropriate person, or take and relay messages in absence or preoccupation of department personnel. Respond to routine, non-routine and technical questions regarding City ordinances and State laws, and Department services including crime reports, towed vehicles, alarms permitting and community programs.

Schedule appointments, meetings and locations. Maintain office schedules, calendars and related organizational processes. Coordinate meetings, calendars and travel arrangements. Resolve conflicting demands. Screen incoming calls, mail, personal visits and other requests and forward on as appropriate.

Retrieve, interpret, and disseminate teletypes, reports, and information from law enforcement computer systems, databases, and other sources.

Enter, verify and clear a variety of information into appropriate computer systems with a high degree of accuracy; including stolen, repossessed or towed property, and missing/runaway/endangered persons and warrants.

Collect fees and provide receipts for towed vehicles, police reports, public records requests, alarm permits, and other department fees. Conduct reconciliation and reporting for money taken in by Records.

Assist in budget process by recommending needed equipment, staffing, and/or programs to Records Supervisor. Research and track budget information throughout the year. Approve expenditures for budgeted expenses and monitor budget to actual expenses. Initiate and process work orders, purchase orders, etc

Act as the police department's LEDS representative Responsible for support and technical training for LEDS certifications and re-certifications and RegJIN records system, including training, coaching and technical assistance to employees. Administer biennial recertification process, including Security Awareness Training. Conduct monthly Court and Police record validation.

Participate as records trainer for RegJIN records system. Develop and provide training to other City groups such as volunteers.

May act as Alarm Coordinator at the discretion of the Records Supervisor.

Assist records staff with assignments and scheduling to ensure adequate coverage. Provide technical training, feedback and corrections regarding data entry, policies and procedures. Assist Records Supervisor to monitor records workload and progress and to recommend priorities. Provide assistance to Municipal Court as needed.

Coordinate volunteer recruitment and selection process; plan and monitor department volunteer work flow.

Process public records, name checks, and other information requests within statutes and guidelines or refer to other agencies as appropriate.

Read, interpret, classify and code information contained in various types of police reports. Enter, modify and cancel data from police reports, traffic citations, permits, forms and other documents into appropriate computer databases.

Establish, update and maintain computerized or manual logs and filing systems to include case management, officer subpoenas, ride-along applications, bicycle registrations, equipment inventories and other records.

Respond to police officer requests by telephone, radio system and computer aided dispatch equipment. Provide a variety of information and data entry support including case details, warrants, arrest records, license plate registrations, stolen property, addresses and driving records.

Use word processing software to type routine and non-routine and complex documents, templates, presentation materials, charts and graphics, and other material from general instructions. Perform a variety of administrative duties including faxing, filing, sorting documents, transcription of tape recorded interviews and reports, composition and editing of minutes, correspondence, memos and other documents. Proofread, review for grammar, and edit documents as necessary. Examine documents for completeness and accuracy. Correct errors as necessary.

Process and distribute incoming, outgoing, and interdepartmental mail. Track, order and maintain office supplies and department business forms.

Maintain files and records to ensure easy retrieval, safety and integrity of files and records, in accordance with established retention guidelines. Develop and maintain databases for tracking departmental/program information. Compile information and reference materials for supervisor, or as requested by the public, which may require selecting appropriate data from various sources. Prepare summaries and reports as requested. Enter data into computer system from a variety of documents.

Prepare information packets for use within the department. Generate and distribute data and statistical reports from computer systems and other sources.

Prepare and post public meeting notices. Coordinate materials for distribution. Work with information technology to coordinate department information on City website.

Process City alarm permitting including billing, payments, false alarm and late fee notifications and related correspondence and reporting.

Perform ongoing supplemental records assignments on a rotating basis such as officer court subpoena coordination, court sealed and expungement orders, LEDS validations (guns, vehicles, articles, etc.) and records retention and destruction tasks.

Maintain cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

Coordinate and perform other projects, functions, and tasks, as assigned.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner. Support and respect diversity in the workplace.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: Advanced knowledge of police records management and filing systems, police records collection and dissemination, and rules governing the release of police records. Advanced knowledge of office practices and procedures, business English, word processing and spreadsheet software, clerical practices, research methods, report composition and preparation techniques, etc. Advanced computer skills and the ability to operate general office equipment and to interpret and apply departmental procedures and State, and Federal regulations to other personnel and the general public. Thorough knowledge and understanding of National Incident Based Reporting System (NIBRS) and ability to report error-free data entry reporting. Individual works with and is responsible for the security of highly confidential information. Persons in this classification are exposed to descriptions of a wide range of crimes and must be able to adhere to strict confidentiality standards and perform duties in a professional manner. Must have the ability to diffuse difficult situations and explain complex rules, laws, and policies to people who are angry, hostile, or distraught. Equivalent to high school education and five or more years of progressively responsible administrative support experience, records experience, dispatch experience in law enforcement, fire or security environment; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES: Valid driver's license with acceptable driving record. Knowledge of the National Criminal Instant Check system and proficient knowledge of LEDS (Law Enforcement Data System). Must possess current and valid certification to access LEDS (Law Enforcement Databases).

DESIRABLE REQUIREMENTS: Knowledge of RegJIN and CLASS records systems, dispatch and other related systems and specific computer software utilized within the department. Prior public records experience in a law enforcement environment, such as Canby Police Department.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises. Work involves extensive personal and telephone contact with the general public frequently under hostile and sensitive circumstances. Attendance outside of regular work schedule and/or at night meetings may be required.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. Position will be responsible to provide training, orientation and scheduling to volunteers, interns, students and current or newly assigned personnel on site policies and practices. May act as Lead in the absence of the Records Supervisor to coordinate court and records activities.

SUPERVISION RECEIVED: Works under the general supervision of the Police Records Supervisor.